

NORTHERN NEVADA ADULT MENTAL HEALTH

POLICY AND PROCEDURE DIRECTIVE

SUBJECT: REFERRALS FROM PAS OR POU TO THE CHOICES ORIENTATION
GROUP

NUMBER: NN-PL-23

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ORIGINAL DATE: 2/18/10

REVIEW/REVISE DATE:

APPROVAL: _____ Rosalyne Reynolds {s}, Agency Director

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I. PURPOSE :

To guide the staff in making consumer referrals to the Choices Orientation Group before making a referral to the medication clinics.

II. POLICY :

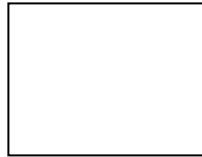
Consumers who have a predominate Substance Abuse diagnosis with a co-occurring Mental Health diagnosis should be referred to the Choices Orientation Group prior to being referred to the medication clinics. (Refer to Dr Minkoff Quadrant III-Low severity psychiatric disorder, High severity substance disorder) See Attachment B

### III PROCEDURES

- a. Following the initial assessment in PAS or evaluations in POU, consumers who have Co-Occurring Disorders fitting the criteria for Quadrant III (Attachment B) should first be referred to the Choices Orientation Group and given the referral form to bring to the group for signature.
- b. At the time of this referral, the PAS administrative assistant staff or POU discharging staff should place the consumer onto the medication clinic wait list in AVATAR.
- c. The exception to (a) above is for consumers who have psychotic features related to mental illness, diagnosis' s of Schizophrenia, Bipolar Illness, Major Depression, etc., and will likely need antipsychotic/antidepressant medication more immediately, may be referred directly to the medication clinic at the time of the initial assessment in PAS or POU. These consumers would fall into Quadrant II or IV. Consumers who may be suffering from Mood Disorders, Anxiety Disorders, or less severe diagnoses where medications are not as urgently needed, as well as Substance Abuse disorders, should first be referred to the Choices Orientation Group using the referral form.
- d. Once consumers have attended the Choices Orientation Group and the Choices staff member has verified their attendance by signing the referral form, the consumer should be directed to the designated administrative assistant
- e. The designated administrative assistant will make the appointment and close the consumer to the waitlist. Consumers living in the Linden Street designated zip code areas should be directed to make an appointment at that location.

**Quadrant One**

Psych Low / Substance Abuse Low  
Mild psychopathology  
with substance abuse

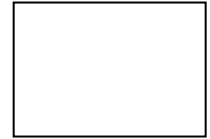


Consumers who usually present in Out-patient setting with various combinations of psychiatric symptoms (e.g. anxiety, depression, family conflict) and patterns of substance misuse and abuse, but not clear cut substance dependence.

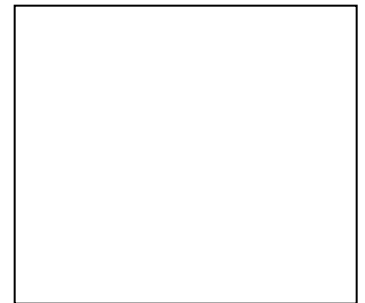


**Quadrant Three**

Psych Low / Substance Abuse High  
Psychiatrically Complicated  
Substance Dependence

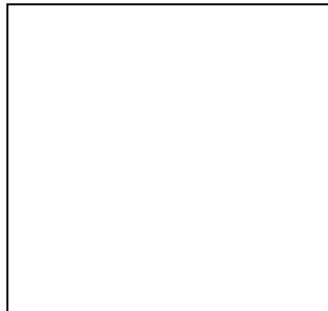


Consumers who have and/or disability by persistent mental illness



**Quadrant Two**

Psych High / Substance Abuse Low  
Serious Persistent Mental Illness  
with substance abuse



Consumers with serious and persistent mental illness (e.g. Schizophrenia, Major Affective Disorders with Psychosis, Serious PTSD) which is complicated by substance abuse, whether or not the consumer sees substances as a problem.



**Quadrant Four**

Psych High / Substance Abuse High  
Serious Persistent Mental Illness  
with Substance Dependence



Attachment C  
Northern Nevada Adult Mental Health Services  
Clerical Support Department  
Procedure Directive

Subject: Clients Referred to Choices from PAS

Date: 12/3/09

Reviewed:

Reviewed by: *Pat Wendell* AAIV , Clerical Support Department  
Supervisor

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I. PROCEDURES:

1. The following procedures will be used when new clients are referred from the PAS to Choices orientation:

- a. PAS AA staff will maintain a daily list of clients being referred to Choices orientation. Choices orientation is scheduled each Tuesday at 2:00 p.m.
- b. PAS AA staff will fax and email the orientation list to the AA II in MHC by 3:00 p.m. every Friday.
- c. AA MHC will open the consumers to the Co-occurring wait list.
- d. Once the consumer attends Choices orientation, the MHC AA II will close the Co-occurring waitlist and open the Co-occurring program.
- e. Each Tuesday no later than 2:15 p.m., the MHC AA will pick-up the sign-in sheet from the orientation group and walk it over to the med clinic.
- f. Consumers who attend Choices orientation and are referred to the outpatient medication clinic will be given a form indicating that they have attended Choices orientation. Consumers may either go to the Medication Clinic or call to schedule an appointment in the med clinic.
- g. The AA I (1/2 time position) and AA II (billing) will open each consumer who attended Choices orientation to the Medication Clinic waitlist.

- h. When the consumer requests to schedule a psych eval in the med clinic, the AA I and/or AAII will call the PAS AA's to get the next available appointment. The AA I and/or AAII will give the list of scheduled appointments to the med clinic AA receptionists.
  - i. Medication clinic AA (receptionists) will enter the scheduled clients on the appropriate clinicians schedule prior to copying and distributing.
  - j. When a client arrives for their scheduled appointment the AA staff will open the client to the NNAMHS med clinic episode, enter the appointment, and follow the appointment, and follow the procedures for checking clients in using Front Desk.
  - k. The AA I and AA II (Billing, etc), will close the NNAMHS Med Clinic Waitlist clients who attended their appointment daily.
  - l. Client who did not attend their appointment will be sent a no-show letter / notice of closure
  - m. A copy of the daily schedule will be made for the clinic supervisor indicating clients who missed appointment (from AA sending closure letter)
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